

COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

August 2003

Workplace Safety Takes Center Stage

New County Program Aims To Reduce Injuries On The Job

Strains, sprains, cuts, bruises, tendonitis, irritation and inflammation. It may sound like an excerpt from a medical manual, but it's actually a list of the most common workplace injuries suffered by County employees.

A new Countywide program seeks to erase as many of the items on that list as possible, through an ambitious effort combining communication, education and training.

The program is called Work Safe – Stay Healthy, and will also include information to help County employees improve their personal health as well as reduce the number and severity of workplace injuries.

"The goal is to put safety in the forefront of everybody's mind on a daily basis," said Debra Howell of Human Resources, a mem-

ber of the team overseeing the program. "The outcome we're looking for is that everybody is safe."

Soon, County employees will begin seeing the various pieces of the Work Safe program, beginning with a safety video, and workplace safety meetings at the department level. A poster contest will help raise

awareness of workplace safety, and training classes will be held for supervisors and employees. Improving workplace safety is part of each department's Quality First goals.

Improving workplace safety will take a team effort from line staff to department heads, and everyone in between.

The program will focus on all issues related to safety, from problems at individual workspaces that could lead to repetitive

(continued on page 3)

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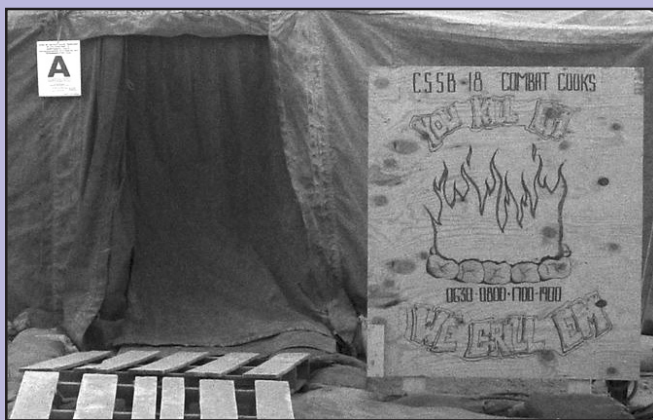
Ergonomics evaluator Sharon Manzuk works with HHSA employee Paul Marich

Preventing Injury, One Cubicle at a Time

Sharon Manzuk tries to change the big picture of workplace safety by focusing on the little things.

She looks at how well a chair fits its user, whether the computer monitor is at the right height, or if a telephone should be positioned differently on a worker's desk. By examining the minute details of a workspace, Manzuk recommends ways to prevent a common workplace injury, which is caused by repetitive motion.

(continued on page 4)



Good Eats

It's not trick photography – that's a real County of San Diego restaurant inspection placard adorning a Marine mess tent somewhere in the Iraqi desert. Environmental Health Assistant Director Rich Haas sent the "A" card to his son, Marine 1st Lt. Dustin Haas, who participated in Operation Iraqi Freedom.

Learning Can Be Fun at County ERP Fairs

ERP stands for Enterprise Resource Planning. While the words may not mean much by themselves, they stand for new ways of doing business at the County of San Diego. The County's ERP project encompasses a number of major software systems for human resources and payroll, finance and purchasing. All employees will eventually use KRONOS, an online timesheet.

The County's ERP team will be holding a series of informational fairs to get the word out about this important project. The first events will be from 10 a.m. to 2 p.m., Aug. 1 and 15, in the CAC Tower 7. Additional fairs will be scheduled in coming months, depending on demand.

ERP representatives will be on hand to provide information and demonstrations of the new system, in a relaxed and casual manner. Kristin Zanavich, the County's ERP director, said the fairs will feature booths and educational games, complete with prizes.

"We want to create a fun learning environment," Zanavich said. For more information about the fairs and ERP, click on the "I Want to Know More About ERP" button on the County's main Intranet page.

NewsBriefs

See You at the Wellness Expo

This year's Wellness Expos will be held at the CAC on Wednesday, Aug. 6, and at the COC on Wednesday, Aug. 13, with both events running from 11 a.m. to 2 p.m. This is a great opportunity to learn about wellness and your health benefits, with health screenings for blood pressure, body fat, vision and more. The expos will feature free chair massages, food samples, and raffle prizes. Employee benefits representatives will be on hand to answer questions. The CAC event will be on the West Plaza, while the COC event will be at the promenade area by the fountain near Building 2.

Caring Quilt

Annie Brown of HHSA's North Coastal Family Resource Center was so moved by the tragic shooting death of Oceanside Police Officer Tony Zeppetella in June that she had to do something for the officer's family. She came up with the idea of a memorial quilt signed by well wishers, combined with a fund-raising effort. In the end, employees at more than a dozen HHSA offices contributed more than \$2,000 to the quilt fund, with more than 200 signatures collected. On July 9, Annie, along with Supervisor Bill Horn, Deputy Director Nick Macchione, and HHSA staffers Nina Constantino and Fame Chanelle presented the quilt and donations to Oceanside Police Chief Mike Poehlman, who gratefully accepted on behalf of the family.

Operation Purple Haze

Imagine hundreds of people enjoying an outdoor concert under a sunny sky in East County when suddenly, a series of explosions brings an abrupt end to the festivities. That was the scenario on July 24, when County managers gathered at the Emergency Operations Center in Kearny Mesa for a disaster drill. Operation Purple Haze entailed the explosion of a "dirty bomb," spewing out low-level radiation. The drill allowed emergency responders and planners to work out the logistics for dealing with such a horrific event. More than 100 County officials and representatives from outside agencies took part. The lessons learned may save lives if a real terrorist attack occurs.

A Thank You to Employees

The family of Elizabeth (Liz) Quijencio, senior clerk with the Sheriff's Department, thanks County employees who donated time during her illness through the Catastrophic Leave Program. After a long battle with cancer, Liz died July 14. Her brother, Ted Crisostomo of General Services, and sister, Margaret Zasueta, who works at the Sheriff's Department, said Liz was very grateful for the support. "Know that you, your time and prayers were very much appreciated by her," said a statement from the family. "From Liz and her family, we would like to extend our gratitude, and our personal appreciation to each and every one of you."

See the online version of County News for more News Briefs



In Walt's Words

County Benefits Go Beyond the Usual

When you think of employee benefits, things like medical, dental, vacation and paid holidays come to mind. As County employees, we have an excellent benefits package.

But we've also got some benefits that go beyond the usual offerings. These include discounts and opportunities designed to improve our quality of life. Some of these great benefits are among the County's "best kept secrets."

One example is Answer Financial, an online service accessing every kind of insurance, for home, auto, even your pet! Through this service, you can receive discounts on insurance, and even make payments through payroll deductions.

Recreation is another area where our benefit program excels. As County employees, all of us are entitled to discounts on just about anything you can think of in the way of entertainment, including movies, theme parks, and live theater.

It doesn't stop there. Through the County benefits program, you can receive discounts on home mortgage and refinance services, laser eye surgery and cosmetic surgery. You can get \$13 off first-year membership for the Automobile Club of Southern California, and purchase long-term care insurance for 20-30 percent less than the commercial rate.

If you have children, the County has arranged discounts with a number of childcare providers.

And don't forget the County's tuition reimbursement program - after obtaining approval from your department, you can receive up to \$870 each year to reimburse you for tuition after completing courses at accredited colleges and universities. (The credit does not cover books or other expenses.)

Stay in shape while enjoying the employee discount at 24-Hour Fitness centers, and get reimbursed up to \$65 for your purchase of a monthly transit pass.

The best place to find out more about all of these great benefits is the Department of Human Resources Intranet site, under "Employee Benefits." You can also contact the County benefits office. Take advantage of these great benefits extended to County employees, they are there for us to use and enjoy.

And one more thing: to combat the summer heat and make our working environment comfortable and productive, I am declaring this month to be "Cool August."

For the entire month, the County's business casual attire policy, normally in place on Friday, will be extended to each workday. Of course, if you are scheduled for meetings or other activities that require business attire, we expect you will dress accordingly.

Thanks for reading, have a great month, and I'll talk to you soon!

Walt

Walt Ekard
Chief Administrative Officer

The Supervisor's View



Wall of Heroes On Display at CAC

By Supervisor Ron Roberts

Part of an ongoing series by the
Board of Supervisors.

To honor the brave men and women from San Diego County who have served — or are still serving — in Operation Iraqi Freedom and Operation Enduring Freedom in Afghanistan, the Board of Supervisors has created a Wall of Heroes in the lobby of the County Administration Center downtown.

The wall is adorned with photos of sailors, soldiers, marines and airmen and women, all of whom have some connection to San Diego County — whether they were born and raised here, are stationed here, or have family members who live in the area.

To add a photo of a family member or friend to the Wall of Heroes, please send it to: Wall of Heroes, 1600 Pacific Highway, Room 335, San Diego, CA 92101. You can also e-mail photos to me at ron-roberts@co.san-diego.ca.us.

The Wall of Heroes is just one way that the County of San Diego has shown its respect and support for our troops in recent months.

In April, Supervisor Bill Horn and I teamed up with Rubio's Fresh Mexican Grill restaurants to pass out more than 10,000 special yellow ribbon lapel pins. So popular were the pins that on the morning of the one-day event, more than a hundred people were lined up outside many of the restaurants before they even opened. Needless to say, the pins were snatched up rather quickly.

More recently, Supervisors Dianne Jacob and Greg Cox unveiled what is being called the largest yellow ribbon in the United States.

Wrapped around the tower of the County Administration Center, the 240-foot-long ribbon is clearly visible to our military men and women as they arrive home in San Diego.

To all of the brave San Diegans who have served — and continue to serve — overseas, especially our very own County employees in the military reserves, we salute you. You are all heroes!



The Wall of Heroes

[Ver•ba•tim]

Letters from satisfied customers served by County employees.

Kathleen Levine (Probation) received a hand-made pottery dish and a card from a former ward she had supervised in the WINGS program.

"Thank you, you saved my life."

Sheri Lawrence (Assessor/Recorder/Clerk) was thanked by a fellow County employee for assistance to the employee's family member.

"This is just a note to inform you that your staff member, Sherry Lawrence, provided exceptional service to a family member of mine."

Michael Herana (Assessor/Recorder/Clerk) received kudos from an employee of an outside agency.

"Thanks for your professionalism and assistance in helping me locate the recently recorded parcel maps for Beta Street."

Pat Duefield (HHSA Children's Services) was thanked by a former client for her compassion and support.

"You gave me home and a sense of direction and most important, an 'I Can' attitude."

Campo I Staff (Probation) at the Juvenile Ranch Facility were thanked by a former ward for helping him get his life back on the right track.

"You were there to help me when I could not help myself and for that I thank you."

Rosemary Jones and **Mary Ann Barao** (Assessor/Recorder/Clerk) were complimented for providing excellent customer service.

"They were both very knowledgeable."

Debbie Furry (Assessor/Recorder/Clerk) was thanked by someone who called for parcel number information.

"I took the time to write this letter because I had such a delightful experience when I called your office for assistance. Government agencies would have a more positive image if all employees were like Debbie."

Larry Berggren, Jorge Salas and **Manuel Elizondo** (Assessor/Recorder/Clerk) received praise for the assistance they offered a member of the public.

"Mr. Berggren, Mr. Salas and Mr. Elizondo have all been so very helpful!"

Workplace Safety

(continued from page 1)

motion injuries such as carpal tunnel syndrome, to other workplace conditions that could result in slips, falls, bumps and bruises.

"What we're really after is for employees to recognize conditions that can lead to injuries," and then help come up with solutions, said Jack Miller of Environmental Health, another team member.

As part of the program, the team will identify work areas with the highest injury rates, and help managers correct potential hazards. They'll also keep track of effective safety techniques and share them with other

County departments.

Behind the entire effort is a desire to improve the quality of life for County employees by eliminating preventable injuries.

Fewer injuries also saves the County money, which can be used to maintain vital services in the face of budgetary shortfalls.

Those who are crafting the plan say it's no passing fad — increased safety awareness in the workplace is here to stay.

"This is a part of who we are at the County," said HR's Debra Howell. "It's a great place to work and we want to be sure it's a safe place to work, forever."

NEWSMakers NEWSMakers

Jack Miller has been appointed Division Chief of Environmental Health's Community Health Division. Miller's current post is chief of the department's Land and Water Quality Division. He will begin his new duties once his successor is named.

John McTighe has been appointed Director of the County Department of General Services. McTighe, a proven executive manager with a master's degree in public administration, is currently the chief financial officer for the Health and Human Services Agency.

Alex Martinez, Deputy Chief Administrative Officer for the Community Services Group, praised McTighe's leadership and customer service skills.

Jason Mottern is a civilian

entomologist with the U.S. Navy who is currently serving a three-month volunteer training rotation with the Department of Agriculture, Weights and Measures. Mottern will work under the supervision of Dr. David Kellum in the Entomology Lab.

The Probation Department's "Fourth Waiver" team took first place in the 2003 World Famous Mud Run at Camp Pendleton. The Mud Run is the ultimate 10k race over rugged terrain, slippery training obstacles with waist deep water, and mud pits.

Acting Deputy Chief Susan Storm and **retired Deputy Chief Vicki Markey** of the Probation Department received the prestigious Fay Honey Knopp Award for their role in developing the San Diego Sex Offender Management Council.

Ergonomics *(continued from page 1)*

Manzuk is an ergonomics evaluator with U.S. HealthWorks, the County's worker's compensation medical provider. She spends her days at various County offices, examining the desks and cubicles of County employees. She says it is a positive sign that large employers such as the County are trying to prevent repetitive motion injuries.

Workers who operate dangerous equipment in machine shops or other settings are used to receiving training. "But in an office, no one gets trained on the computer, mouse or keyboard, or how to adjust a chair properly," she said.

The County is targeting offices that have been identified as at high-risk for repetitive motion injuries. Once a workspace is evaluated, a report is completed that contains any recommendations for equipment, such as a different chair, keyboard or mouse.

Many adjustments can be made at the work site during the evaluation.

On a recent afternoon, Manzuk was working at a Health and Human Services Office on 5th Avenue in San Diego. She said it will take her about six weeks to evaluate the workspaces of all 180 employees at the office.

Over the course of a year, she said, the County should see a decline in the number of repetitive motion injuries, which helps employees improve their quality of life, while saving the County money that can be used for direct services for the public.

Creation Keeps Mail On Track

Not everyone can brag that his work was featured in *The National Enquirer*, especially when it had nothing to do with space aliens.

But Norman Welch, a welder with the County Department of General Services, can proudly point to a photo of his custom-made caboose mailbox in the *Enquirer's* May 13 issue.

After putting more than 400 hours of painstaking work into the mailbox, Welch has received a lot of attention. Photos of the 10-year-old mailbox also have been published in various books, calendars and the local newspaper.

"The caboose has windows, moving wheels and a light that turns on at night," said Welch. "It is designed after one of the original models with the single set of wheels on each side of the caboose."

Welch started making mailboxes after a friend's mailbox was vandalized. He built a heavy-duty container that could not be easily damaged.



Norman Welch

Welch is known not only for his famous mailbox, but his various inventions and homemade pies that he shares with co-workers.

Wally Gutierrez said he and other co-workers love it when Norm says, "Hey guys, I got something for you," and he gives everyone a delicious piece of blueberry strudel."

Welch said he has made a furnace for his home, a rotating flag pole that catches the wind, toys for children, a rattle-snake catcher and Christmas ornaments.

When he's not tinkering with an invention, Welch can be found at the Facilities Services shop in Vista. He plans to retire in March after 25 years with the County, when he and his wife, Beth, will move to Northern California.

"I love the job, I love building and I love welding," said Welch. "But I will miss the people I work with the most."

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater, District 3
Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer

Walter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.



EDITORIAL STAFF

Joe Tash, Editor

County News is available online at www.sdcounty.ca.gov/dmpr (click on "News Center") or via the County's Intranet at cww/mptr

To contact County News:

Phone: (619) 595-4627

Fax: (619) 595-4664

Mail: 1600 Pacific Highway, Rm 208
San Diego, CA 92101 (MS A-359)

E-mail: countynews@sdcounty.ca.gov

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COUNTY NEWS *Extra*

Service Awards

Congratulations to County employees reaching the following milestones in August:

30 years

Robert L. Short (Land Use & Env. Group)
Michael R. Bisson (Assessor)
Daniel E. Goodall (Assessor)
Darrell E. Carr Jr. (Sheriff)
Ronald L. Cottingham (Sheriff)
Raymond C. Fisher (Sheriff)
Billy E. Guinn (Sheriff)
Terrence M. Lawson (Sheriff)
Mark R. Parmely (Sheriff)
Earl C. Wentworth (Sheriff)
Richard A. Johnsen (District Attorney)
Cathy J. Wilson (District Attorney)
Marva C. Mize (Probation Dept.)
Barbara Wright (Dept. of Public Works)
Michael K. Eckmann (Health & Human Services)
Rose M. Ley (Superior Court)

25 years

Doris L. Goodrich (Auditor & Controller)
George W. Clarke (District Attorney)
Robert H. Vazquez (Probation Dept.)
Roger A. Stockstill (Child Support)
Moses Monroy Jr. (DGS-FAC Mgmt ISF)
Rito M. Santos (Health & Human Services)
20 years
Mark R. Miller (Assessor)
Lawrence M. Yamagata (Assessor)
Jon A. Alegria (Sheriff)
Helen Cardenas (Sheriff)
Michael G. Croft (Sheriff)
Beverly J. Cullen (Sheriff)
John C. Gaines (Sheriff)
Cliston L. Hensley (Sheriff)
Michael L. Hernandez (Sheriff)
Jimmy A. Kale (Sheriff)
Lenice Joy Lopez (Sheriff)
Rita McKnight (Sheriff)
Deborah S. Ramos (Sheriff)

Glenn D. Revell (Sheriff)
Edgar A. Taqueda (Sheriff)
James A. Terry (Sheriff)
Hernando S. Torres (Sheriff)
H A Webber (Sheriff)
Peter K. Weichert (Sheriff)
Estelita A. Andres (District Attorney)
Linda K. Buckeye (District Attorney)
Beatrice G. Clay (Probation Dept.)
Mark Levardo (Probation Dept.)
Steven B. Waterbury (Dept. of Environmental Health)
Michael D. Luikart (DGS-FAC Mgmt ISF)
Tensy L. Boucon (Health & Human Services)
Lois Fleming (Health & Human Services)
Frances K. Poon (Health & Human Services)
George J. Wulff (Health & Human Services)
Kathleen Abbott (Superior Court)
Teresa Ferko (Superior Court)
Sandra Weaver (Superior Court)

In Memoriam

Eldean Behunin (Municipal Court, 1982)	6/03
Margaret B. Blum (Health Services, 1985)	6/03
Arnold Bobick (General Services, 1978)	6/03
Richard F. Bradford (District Attorney, 1977)	6/03
George T. Buman (Engineer, 1975)	6/03
Sharon L. Cottrell (HHSA, 1997)	5/03
Richard L E Curry (Marshal, 1976)	6/03
Frances J. Depperman (Farm Advisor, 1982)	5/03
Patricia S. Hansen (Probation, 1998)	10/02
Hazel G. Keeney (Health Services, 1986)	6/03
Barbara A. Lee (Assessor, 1985)	6/03
John G. McNeece (Health Services, 1995)	6/03
Joseph R. Norris (General Services, 1975)	5/03

Amalie T. Parry (Municipal Court, 1974)	6/03
Victor J. Peralta (Library, 2000)	5/03
George L. Raspa (DSS, 1998)	5/03
Maria D. Rolon (HHSA, 2003)	5/03
Vivian C. Schmidt (District Attorney, 1974)	6/03
Lando O. Tipton (Welfare, 1979)	6/03
Mary A. Viets (Welfare, 1971)	11/02
Dorothy Warren (Board of Supervisors, 1968)	6/03
Gary M. Tarman (AWM)	3/6

Our thoughts and prayers are with the family and friends of active County employees Ruth E. Edwards of Sheriff (5/25) and Jerry L. Gleason of Superior Court (5/9).

County News Extra includes expanded information about and for County employees. If you have something you'd like considered for either *County News* or *County News Extra*, please contact the newsletter editor at (619) 595-4627 or e-mail at countynews@sdcounty.ca.gov. Items can also be faxed to (619) 595-4664 or mailed to MSA-359, Attn: *County News*.

Retirements

The San Diego County Employees Retirement Association reports the following employees recently retired:

Luz Algarin (HHSA)
Theodore Armijo (Dept. of Public De-
fender)
Jean Barke (HHSA)
Brian D. Blackbourne (Medical Exam-
iner)
Peggy F. Brown (County Counsel)
Gary A. Brownen (Sheriff)
Albert M. Catlin (HHSA)
Roger D. Christensen (Probation Dept.)
Charles D. Clements (Sheriff)
Carmen J. Cope (Sheriff)
Carol J. Culp (HHSA)

Wayne R. Dunham (Sheriff)
Geraldine J. Frank (HHSA)
Marie A. Guevarra (HHSA)
Robert E. Haebel (HHSA)
Josephine Halliday (Registrar of Voters)
Linda L. Helms (District Attorney)
Diana L. Lackey (Assessor/Recorder/Co.
Clerk)
Theodore L. Leach (Facilities Manage-
ment)
Iris Y. Leggett (Sheriff)
Susan Mazyck (HHSA)
Charles W. McGregor (HHSA)

David A. Miller (Sheriff)
Reynaldo I. Perpetua (Probation Dept.)
Andrea Pineda (HHSA)
Linda C. Seefeldt (HHSA)
Leona H. Sheppard (HHSA)
Victoria T. Smith (Superior Court)
Victoria A. Spreng (HHSA)
Robert F. Steinhouse (Sheriff)
James F. Stodola (HHSA)
Patty J. Wellman (HHSA)
James M. Woodward (HHSA)
Charlene A. Wright (Superior Court)

News Briefs Extra

Hooping It Up

The Los Angeles Lakers and the Phoenix Suns will mix it up at the San Diego Sports Arena on Oct. 14 in a rare opportunity to see NBA action in San Diego. County employees can get a discount on tickets for this preseason game through the County DIBBS, or Do It Better By Suggestion, program. The discount tickets can only be purchased by mail order, and the deadline is Oct. 7. Contact your department's DIBBS coordinator or the DIBBS office for the mail-in form or more information.

Read and Roll

The County Library and the Health and Human Services Agency are teaming up on a summer reading program that takes books to kids who may not be able to get to the library. Under the pilot program, the library is bringing books to Boys and Girls Clubs in Imperial Beach, Vista and San Marcos, where children can sign up to read books and win prizes for reaching their reading goals. The County's mobile libraries are also visiting the clubs to allow parents to sign their children up for library cards and to check out books for the whole family.

Family Resource Fair

On Saturday, Aug. 16, the Department of Child Support Services is hosting the second annual Family Resource Fair. The event will take place in the Wal-Mart parking lot at 3382 Murphy Canyon Road (Interstate 15 and Aero Drive) from 11 a.m. to 2 p.m. Admission is free. The event brings together community organizations focused on helping San Diego families. Parents can get helpful information while the children enjoy interactive booths and carnival games. In addition, there will be live music and participation from San Diego sports teams.

Administrative Development Academy

A graduation ceremony and luncheon were held July 2 for 22 administrative employees in the Public Safety Group who successfully completed a six-week course designed to provide them the necessary skills for advancement in their departments. The courses included public speaking, selecting a mentor, writing skills, and interview and resume preparation. This was the group's second Administrative Development Academy, and another class is planned for later this year.